

Wind River Partner Portal User Training Guide

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Applying for a new user login (for existing Wind River Registered Partners).

Abstract: The Wind River PRM Portal can support multiple users, each with their own login, for each partner company. Employees at companies that are already registered Wind River Partners, can apply for a PRM Portal login, provided they have a Company Identifier that was provided to their partner administrator. If your company is already a registered Wind River Partner and you wish to apply for a login, please see your partner administrator to obtain your company's unique Company Identifier. If your company is not a registered Wind River partner and you wish to apply for partnership, please fill out our application form by clicking on this link <http://www.windriver.com/partners/partner-application.html>.

Apply for user login.

Navigate to the Wind River PRM Portal at the following url: http://prm.windriver.com/prmportal_enu/start.swe
You are taken to the Wind River PRM Portal Login Screen:

The screenshot shows the Wind River PRM Portal Login Screen. At the top, there is a red header with the text "WIND RIVER". Below this is a navigation bar with a "Show:" dropdown menu and several icons. The main content area is titled "Partner Portal" and contains a "User Login" form. The form has two input fields: "*User ID:" and "*Password:". Below the fields are an "OK" button, a "Forgot Password?" link, a "Register for a User Id (for employees of existing partner companies)" link, and an "Apply for Partnership (for your company)" link. Red arrows point from the annotations to these links. The text "An Alliance Partner" is visible to the right of the form.

Partner Portal

User Login An Alliance Partner

*User ID:

*Password:

OK

[Forgot Password ?](#) *Takes you to the Wind River reset password form*

[Register for a User Id \(for employees of existing partner companies\)](#) *This is for new users whose company is already a registered Wind River Partner*

[Apply for Partnership \(for your company\)](#) *This is for partners who are not yet registered Wind River Partners and want to apply for partnership. This should be filled out by the partner administrator at your company.*

Click on the link labeled: [Register for a User Id \(for employees of existing partner companies\)](#). You are taken to the Wind River User registration form:

Note: The "*" indicates the field(s) are required.

First Time Registering?

Already registered and need to become a Partner user? [Click Here](#)



Complete Below

User Profile Information

Required Fields Marked With *

User Details

* Email Address

Your email address is your User ID. A registration confirmation email will be sent to this address

* First Name

* Address 1

* City

* Country

Title

* Last Name

Address 2

* State / ZIP

* Daytime Phone

Fax

Company Details

* Company Identifier

Account Password

* Password

* Confirm Password

Case-sensitive, more than five characters

Submit

Note: The "*" indicates the field(s) are required.

1. **Already Registered on WindRiver.com:** If you are already registered on windriver.com, then click on the link in the upper right of the screen, log in, and enter your Company Identifier.
2. **Not registered on WindRiver.com:** if you are *not* already registered on WindRiver.com, then fill out the form. Be sure to enter your Company Identifier and click Submit.
3. After submitting your user application form, you will be taken to the following message below. It generally takes 5-7 business days for your user account to be activated. If you are unable to login after 7 business days, please contact Wind River PRM Portal support at: prm-portal-it-support@windriver.com

Thanks for registering for a partner portal account. Your request is in process and your account will be activated within 5-7 business days. Please [click here](#) to go to www.windriver.com.

Logging into the Portal & PRM Portal Home Page

1. Navigate to the PRM Portal and log in.
2. You are taken to the Portal Home Page.
Please validate your settings by confirming the top header should display 9 tabs (Home, Partner Company Profile, Personal Profile, Accounts, Opportunities, Inquiries and Support, Partner Press Releases, Wind River Collateral, and Wind River Sales Person Look-up). Your default is set to the Home page.



3. Below the header, there are four sections on the Home Page: Confidentiality Statement; Logos and Guidelines; Wind River Boilerplate; New Wind River Assigned Opportunities.

Partner Portal

Wind River Confidentiality

Wind River will not share our partner's confidential sales information with any other organization including our parent Company.

Wind River Logos and Guidelines

Wind River logos in a variety of formats are available for your use.

Download Wind River logo and guidelines:
[WindRiver_VWordmark_Partner_Dec08.zip](#)

Wind River Boilerplate

This is the preferred company description for use in press releases or for inclusion on your website alongside the Wind River logo.

About Wind River:

Wind River enables companies to develop, run, and manage device software faster, better, at lower cost, and more reliably. Only Wind River can deliver on the full spectrum of Device Software Optimization (DSO) requirements—from VxWorks- and Linux-based development platforms through deployment and management, from hardware optimization through middleware and application integration—to accelerate time-to-market for highly differentiated, highly connected devices. Wind River combines a proven commitment to standardization with state-of-the-art tools, industry best practices, comprehensive global support, and a superior partner ecosystem to help you accomplish all your DSO goals across the entire development life cycle.

Download Wind River boilerplate document:
[WINDRIVER_BOILERPLATE_Apr09](#)

New Opportunities

New	Opportunity Id	Name	Account	Sales Stage	Product Division	WR Product Name
*	1-1KFUHD	TEST POpty1	TEST Acct1	01 - Lead Generation	VxWorks	

- Wind River Confidentiality:** Partners of Wind River can be assured that Wind River will not share any confidential sales information with any other partner or organization. This includes Wind River's parent company.
- Wind River Logos and Guidelines:** Wind River provides its logos available to partners for download and use.
- Wind River Boilerplate:** This is the preferred company description for use in press releases or for inclusion on partner's website.
- New Opportunities:** Wind River may choose to share on-going opportunities with partners. Any opportunities that Wind River assigns to you will show up in this section. This section is for notification purposes only, and the opportunities will disappear from this section of the home page if you uncheck the 'New' flag OR if the Opportunity is closed. All Opportunities assigned to you and opportunities created by you will show up in the Opportunities screen of the portal.

Company Profile Screen

Abstract: The company profile screen allows you to see and/or manage your company profile. Users that are designated Partner Administrators have the ability to update information on the company profile. Users that are not designated Partner Administrators will only have the ability to view information in this screen. To access the Company Profile Screen, click on the 'Partner Company Profile' screen tab at the top of the page:



This takes you to the following screen:

The screenshot shows the 'Company Profile' screen for 'Test_08_12_2009'. A large red circle highlights the 'Contact Information' and 'Profile Information' sections. A red arrow points from the text 'Company Profile' to the top of this circle. Another red arrow points from the text 'Products' to the 'Product Details' table at the bottom. The 'Product Details' table has a red circle around the first two rows.

Product	Status	Category	Certified?	Web Address 1	Web Address 2	Web Address
Software Product	Pending Approval	Software	✓	www.blah.com	www.yuo.com	www.yuo.com
Partner Services Product	Active	Professional Services		www.test.com	www.test2.com	www.test3.com

Note: The "*" indicates the field(s) are required.

Company Profile: The top section of the view contains your company profile information. If you are a partner administrator (defined as "Primary Contact") at your company, then you can update this information and it will update your profile with Wind River in real-time. Some important areas of this section are listed below:

a. **Profile Information section:** This section contains information about your profile:

The screenshot shows the 'Profile Information' section with various input fields and dropdown menus. Fields include Partner Division, Industries, Routes to Market, Software, Other Software, Hardware, Other HW-CPU Boards, Professional Services, Other Services, Other Hardware, Other, Annual Revenue, Number of Employees, Geographic Focus, Wind River Product, and Customers Using WR Products.

b. **Wind River Contact Information:** This section shows you who to contact at Wind River for specific sales or partner administration questions. For sales related questions, contact the person in the 'Account Manager' area. For questions directed to your partner manager at Wind River, contact the person in the 'Partner Alliance' area:

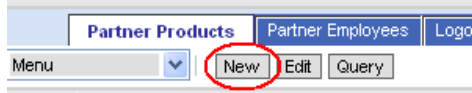
The screenshot shows the 'Wind River Contact Information' section with two columns of contact details.

Account Manager: HEIKKILA, BILL	Partner Alliance: KRUPA, MARISSA
Account Manager Phone: (770) 889-8746	Partner Alliance Phone: (510) 749-2957
Account Manager Email: bill.heikkila@windriver.com	Partner Alliance Email: marissa.krupa@windriver.com

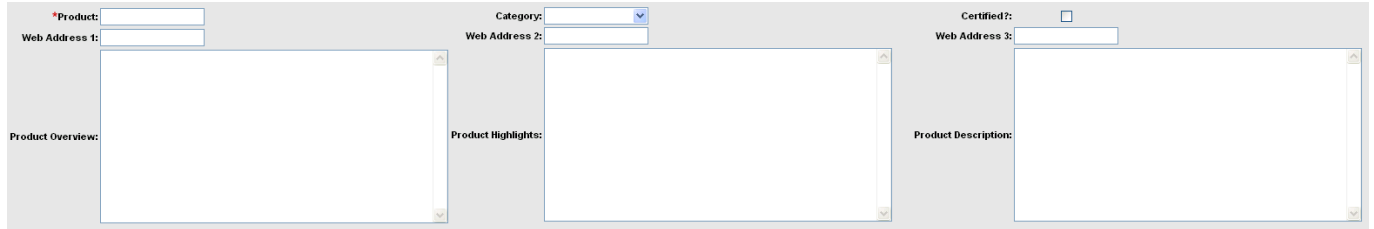
Partner Products: The bottom section of the view contains a list of your products. If you are a partner administrator (defined as "Primary Contact"), you can edit products or add new products to this section. When you make changes to this section, you your Partner Alliance manager at Wind River will see those changes and review them before they get posted to the partner directory on windriver.com.

Creating a new product:

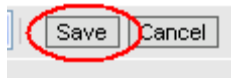
- 1. To create a new product, click the 'New' button:



- 2. Fill out all the fields in the form:



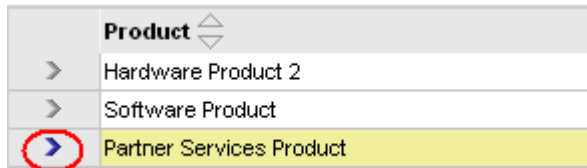
- 3. After filling out the fields, click the 'Save' button



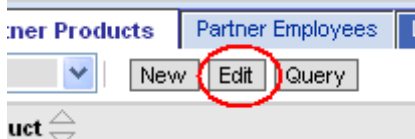
- 4. Notice that the status of the product is 'New'. It will remain 'New' until your Partner Alliance manager reviews and approves the new product.

Editing an existing product:

- 1. To edit an existing product, click on the arrow next to the product you want to edit:



- 2. With the product highlighted, click the 'Edit' button.



3. The view changes to a form. Update the field or fields you want to change and click the save button:

The screenshot shows a web interface with a navigation bar at the top containing 'Partner Products', 'Partner Employees', and 'Logos'. Below the navigation bar is a 'Menu' dropdown and two buttons: 'Save' (circled in red) and 'Cancel'. The main form area has the following fields:

- *Product:** Partner Services Product
- Web Address 1:** www.test.com
- Product Overview:** Product overview 2

Note: The "*" indicates the field(s) are required.

4. The status of the product changes to 'Pending Approval'. It will remain in this status until your partner alliance manager reviews and approves the change. After your alliance manager approves the change, the status of the product changes to 'Active.'

Product	Status
> Hardware Product 2	New
> Software Product	Pending Approval
> Partner Services Product	Pending Approval

Viewing employees:

Abstract. The Partner Employees view allows you to see the employees at your company that are recorded in Wind River’s system. To view this information, click on the Partner Employees view in within the Partner Company profile screen:

Contact Information

*Partner Name: Site: Main Phone #:
 Address: Main Fax #:
 Address Line 2: Email:
 City: State: URL:
 Zip Code: Country:
 Company Identifier:

Profile Information

Partner Division: Professional Services:
 Industries: Other Software: Other Services:
 Routes to Market: Hardware: Other Hardware:
 Other HW-CPU Boards: Other:

Wind River Contact Information

Account Manager: Partner Alliance:
 Account Manager Phone: Partner Alliance Phone:
 Account Manager Email: Partner Alliance Email:

Menu

	Primary Contact	Primary Sales	Primary Technical	Mr/Ms	Last Name	First Name	Still Employed
>	<input type="checkbox"/>			Herr Dr.	Manus	Johannes	✓
>	<input type="checkbox"/>				Carter	John	✓
>	<input type="checkbox"/>				Foo	Test	✓
>	<input type="checkbox"/>	✓			Test	08122009	✓

Note: The "*" indicates the field(s) are required.

If you are a partner administrator (defined as "Primary Contact") for your company, you can update information in this view. If there is an employee listed in this view that no longer works for your company, then you are encouraged to uncheck the 'Still Employed' flag for that employee.

Uploading your company Logos

To upload your logos:

1. click on the Logo tab within the Partner Company Profile screen:

The screenshot shows a web form for a Partner Company Profile. At the top, there is a 'Menu' dropdown and 'Save' and 'Cancel' buttons. The form is divided into several sections: 'Contact Information', 'Profile Information', and 'Wind River Contact Information'. The 'Logos' tab is highlighted in blue and circled in red. Below the tabs are 'New', 'Delete', 'Save', and 'Query' buttons. At the bottom, there are 'Filename' and 'Extension' dropdown menus.

Contact Information

*Partner Name: Test_08_12_2009 Site: 123
Address: 1234 test lane
Address Line 2: suite blah
City: testville State: AL
Zip Code: 89562 Country: United States
Company Identifier: 1-94911259

Profile Information

Partner Division: Software: Development Tools
Industries: Digital Living Other Software: rtpwip
Routes to Market: Forums/Word of Mouth Hardware: Equator
Other HW-CPU Boards:

Wind River Contact Information

Account Manager: HEIKKILA, BILL Partner Alliance: KRUPA, MA
Account Manager Phone: (770) 889-8746 Partner Alliance Phone: (510) 749-2
Account Manager Email: bill.heikkila@windriver.com Partner Alliance Email: marissa.krupa


Partner Products Partner Employees **Logos**

Menu New Delete Save Query

Filename Extension

Note: The "" indicates the field(s) are required.*

2. Click the 'New' button:
3. Click the box to the right of the filename field:

Filename: 
Extension:

4. In the window that appears, click the 'Browse' button and select the logo file:

http://ala-sie78t - Add Attachment - Microsoft Intern...

Please specify a File Name or URL:

File Name: **Browse...**
URL:

Add Cancel

Done Trusted sites

5. Click the 'Save' button.

Personal Profile Screen

Abstract: The Personal Profile Screen shows information about the person logged into the portal. Any user has the ability to update this information (both partner administrators and partner sales users.) However, your username and password can not be updated in this view.

To view and update information in this view, click on the 'Personal Profile screen tab:



le:

You are taken to the Personal Profile Screen:

Personal Profile:

Menu

Personal Information	Contact Information	User Information
*Last Name: <input type="text" value="Test"/>	Work Phone #: <input type="text" value="(789) 456-7896"/>	*User ID: TEST08122009@GMAIL.COM
*First Name: <input type="text" value="08122009"/>	Mobile Phone #: <input type="text"/>	
Middle Initial: <input type="text"/>	Fax #: <input type="text"/>	
Mr Ms: <input type="button" value="v"/>	Home Phone #: <input type="text"/>	
Job Title: <input type="text"/>	*Email: <input type="text" value="test08122009@gmail.c"/>	
	Time Zone: <input type="button" value="v"/>	

Note: The "*" indicates the field(s) are required.

The fields in the 'Personal Information' section and the 'Contact Information' section can be updated. To change this information, update any of the fields and click the save button:

Personal Profile:

Menu

Account Screen

Abstract: The Account Screen shows all the accounts or customers that have been created by you or anyone at your company.

To see the accounts in this view, click on the 'Accounts' screen tab:

The screenshot shows the 'Accounts' screen in a web application. At the top is a navigation bar with tabs: Home, Partner Company Profile, Personal Profile, **Accounts** (circled in red), Opportunities, Inquiries and Support, Partner Press Releases, Wind River Collateral, and Wind River Sal. Below the navigation bar is a 'Show:' dropdown set to 'My Accounts'. Underneath is an 'Account:' section with a 'Menu' dropdown. The main area contains a table of accounts:

Name	Site	Type	Status	Industries	Address
Krupa, Inc.	Oakland		Active		1234 wild lane
Test me	gaklf		Active		test labe
blah_foo	fooland		Active		foo foo road

Below the table is a detailed view for 'Krupa, Inc.' with a 'Menu' dropdown and buttons for 'New', 'Save', and 'Query'. The form fields are:

- *Name: Krupa, Inc.
- Site: Oakland
- Main Phone #: []
- Type: []
- Address: 1234 wild lane
- Main Fax #: []
- Status: Active
- City: Oakland
- State: CA
- Industries: []
- Zip Code: 94610
- Country: United States

Note: The "*" indicates the field(s) are required.

How to update an existing Account:

1. Click on the arrow next to the account you want to update:

This screenshot shows the 'Accounts' table from the previous image. The 'Account, Inc.' row is highlighted in yellow, and the arrow next to its name is circled in red. Below the table, the text 'Account Inc' is visible.

2. Click one of the fields and click the 'Save' button.

How to create a new Account:

1. Click the 'New' button

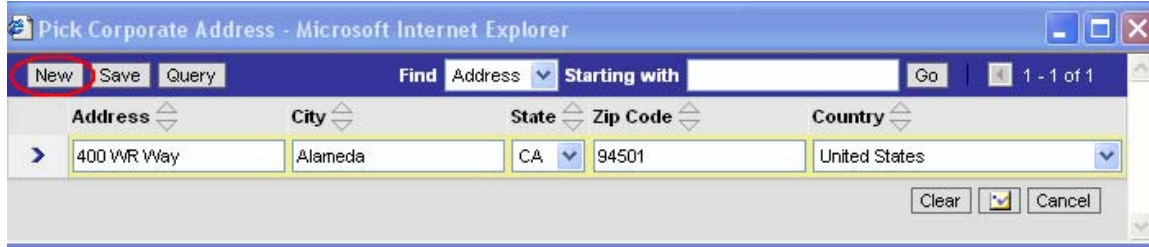
This screenshot shows the 'New Account' form. The 'New' button is circled in red. The form title is 'Account, Inc.' and it includes a 'Menu' dropdown and 'Save' and 'Cancel' buttons.

2. Enter the Account Name, Phone Number and Fax Number
3. To enter an address, click the box to the right of the 'Address' field:

This screenshot shows the 'New Account' form with the 'Address' field highlighted. The 'Address' field is circled in red, and a small icon to its right is also circled in red. The form title is 'ABc Account, Inc.' and it includes a 'Menu' dropdown and 'Save' and 'Cancel' buttons.

Note: The "*" indicates the field(s) are required.

4. Click the 'New' button in the address window:



5. Enter the address information and click the 'Save' button:



Note: The "" indicates the field(s) are required.*

6. Click the OK check box:



7. This returns you back to the Account form. Click the save button again:

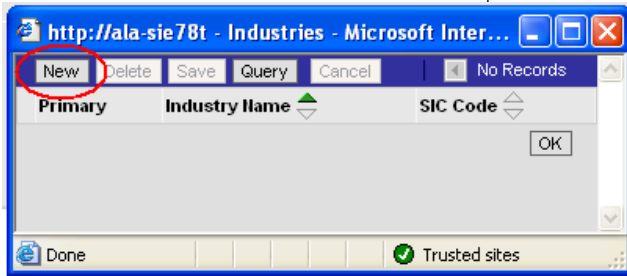


Note: The "" indicates the field(s) are required.*

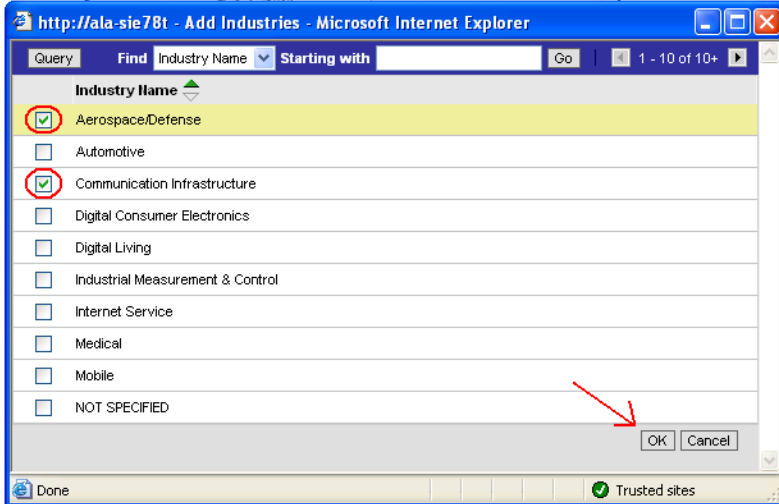
8. Associate Industries to the Account: click the box next to the Industries field



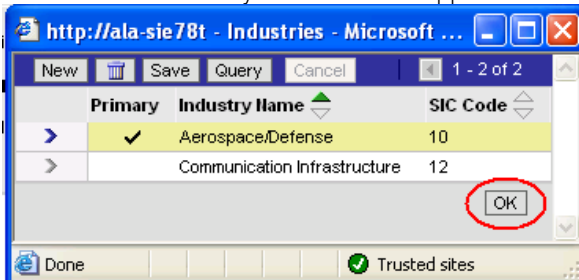
9. Click the 'New' button in the window that opens:



10. Select the Industries that apply to this Account, then select the OK button



11. The Industries that you selected now appear in the window. Select the 'OK' button again



12. You are returned to the Account form. Click the save button to save your changes.

The screenshot shows an account form with the following fields and values:

*Name: ABC Account, Inc.	Site: wchita
Address: 123 Vine St.	
City: wchita	State: KS
Zip Code: 74101	Country: United States

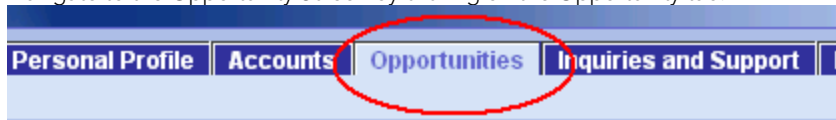
The 'Save' button in the menu bar is circled in red.

Note: The "" indicates the field(s) are required.*

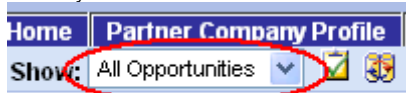
Manage and Create Opportunities

Abstract: Wind River Partners can create and submit opportunities to Wind River.

Navigate to the Opportunity Screen by clicking on the Opportunity tab:

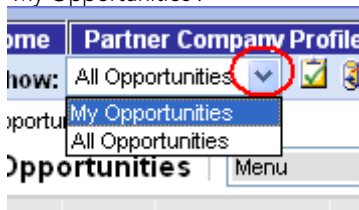


This is the 'All Opportunities' view. It shows ALL the opportunities that were created by anyone at your company as well as the opportunities that were assigned to you by Wind River. There is a visibility field in the upper left of the view that shows what visibility is active:



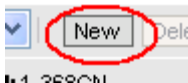
Opportunity: _____

To view only the opportunities that you personally created, click on the visibility drop-down in the upper left of the view and select 'My Opportunities':



This will show you only the opportunities that you created.

1. To create a new opportunity, click the 'New' Button:



This creates a new record with all the fields blank.

2. Enter your Project Name

***Project Name:**

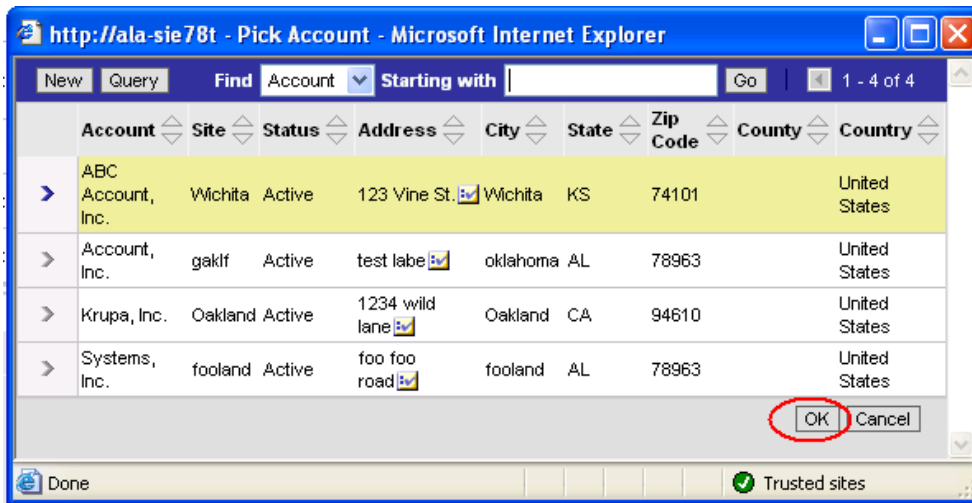
3. Associate the opportunity to an account:

- a. click the box on the right side of the account field:

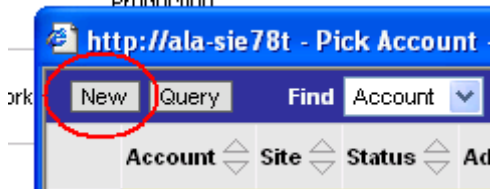
***Account:** Si

- b. This opens a list of all the accounts that you (or anyone at your company) have already created in the past. If you have not created any accounts in the past, then there will be no records in the list of accounts:

Note: The "*" indicates the field(s) are required.



- c. You can either select an existing account (by click on the arrow to the right of the account you want to select – thereby highlighting it – and then selecting OK), or you create a new account by clicking the 'New' button in the upper right of the window:



- d. If you click the new button, then another window opens.
- Enter the name of the account.
 - Add an address to the account. *Note: you must add an address to the account in order for the opportunity to get properly routed within Wind River. To add an address, go through the following steps:*
 - Click the 'OK' button:

*Account: XYZ Inc

Site:

*Address: 300 Lake View Dr

*City: Oakland

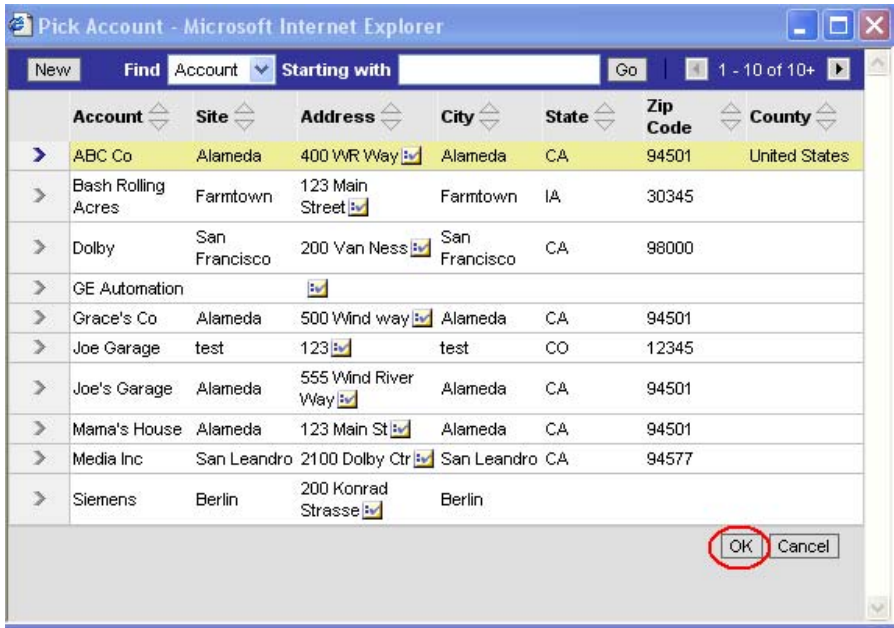
*Country: United States

*State: CA

Zip Code: 94612

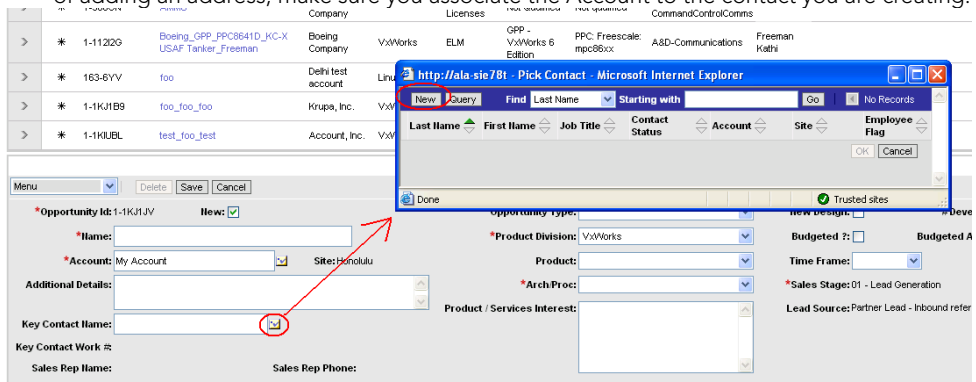
Note: The "*" indicates the field(s) are required.

- e. A window appears showing all the account information you entered along with the address. Verify that this is correct, then click OK a final time:

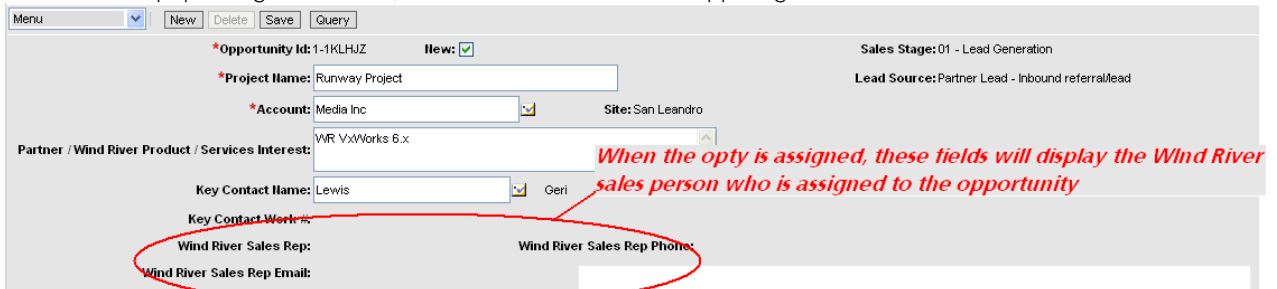


4. Associate a Key Contact to the Opportunity:

- a. Go through the same steps on the Key Contact field that you did on the Account field. However, this time, instead of adding an address, make sure you associate the Account to the contact you are creating:



- b. After populating all the fields, click the 'Save' button in the upper right of the form:

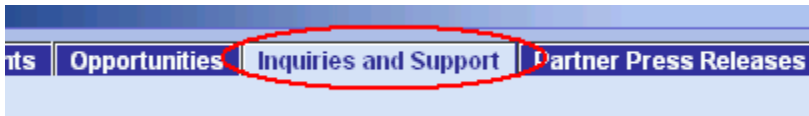


Manage and Submit Inquiries to Wind River

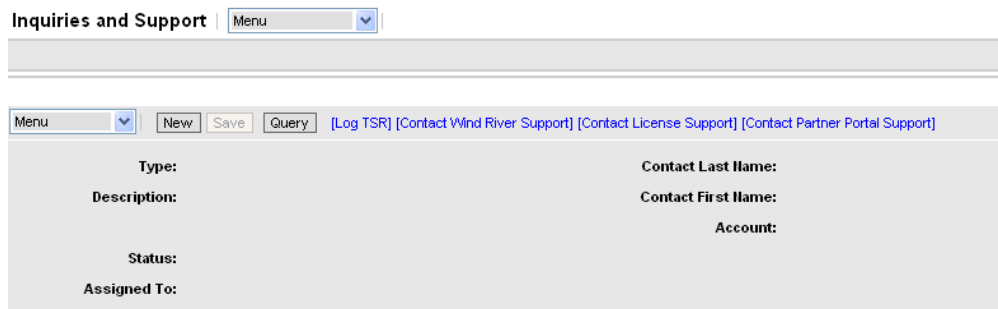
Abstract: The Inquires and Support Screen allows partners to communicate with Wind River on a variety of issues.

Viewing the Inquires and Support Screen

Navigate to this screen by clicking on the Inquires and Support tab:



Any inquiries that you have submitted in the past will show up in this view. If there are no previous inquiries, then no records will show up in this view.

A screenshot of the 'Inquiries and Support' screen. At the top, there is a 'Menu' dropdown and a 'New' button. Below this is a form with the following fields: 'Type:', 'Description:', 'Status:', 'Assigned To:', 'Contact Last Name:', 'Contact First Name:', and 'Account:'. There are also buttons for 'New', 'Save', and 'Query', and links for '[Log TSR]', '[Contact Wind River Support]', '[Contact License Support]', and '[Contact Partner Portal Support]'.

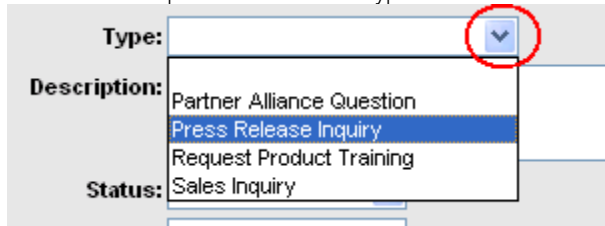
The following inquiries can be submitted in this view:

Create a new Inquiry:

1. Click on the 'New' button:



2. Click on the dropdown arrow in the type field:



3. Select one of the following values:
 - a. Partner Alliance Question
 - b. Press Release Inquiry
 - c. Request Product Training
 - d. Sales Inquiry
 - o Submit a question to your partner alliance manager at Wind River
 - o Submit a request to the press release manager at Wind River
 - o Request Product Training
 - o Submit a sales inquiry
4. Fill out the remaining fields and click the 'Save' button. The Inquiry will get routed to the appropriate Wind River group depending on the Type you specified. Note: the Status field on the inquiry will change when a resolution is reached on the inquiry.

Links on the Inquiry Screen:

There are links at the top of the Inquiry form that you can leverage. These links include:

- Log LSR: this link takes you to the windriver.com login page where you can log a technical support request
- Contact Wind River Support: this link will email Wind River Support
- Contact License Support: this link will email License support
- Contact Partner Portal Support: this link will email support for the portal. It should be used if you are having issues with the portal itself.

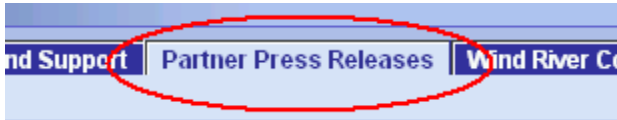
[\[Log TSR\]](#) [\[Contact Wind River Support\]](#) [\[Contact License Support\]](#) [\[Contact Partner Portal Support\]](#)

Submit your press releases to Wind River

Abstract: Partners can use the portal to submit press releases to Wind River for review or informational purposes. A press release manager at Wind River will be able to see and review the press releases you submit.

View the Partner Press Release View

To see the Partner Press Release View, click on the Partner Press Release screen tab:



This displays a list of all the press releases that you have submitted to Wind River. If you have not yet submitted a press release, then there will no records in this view initially.

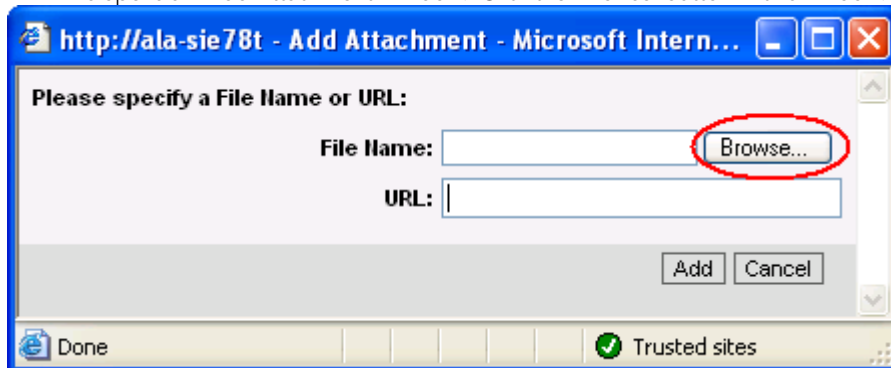
Submit a new Press Release

To submit a new press release:

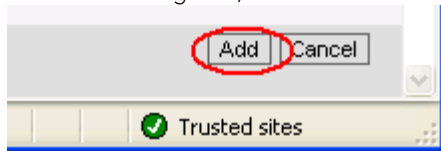
1. Click the 'New' button at the top of the form.



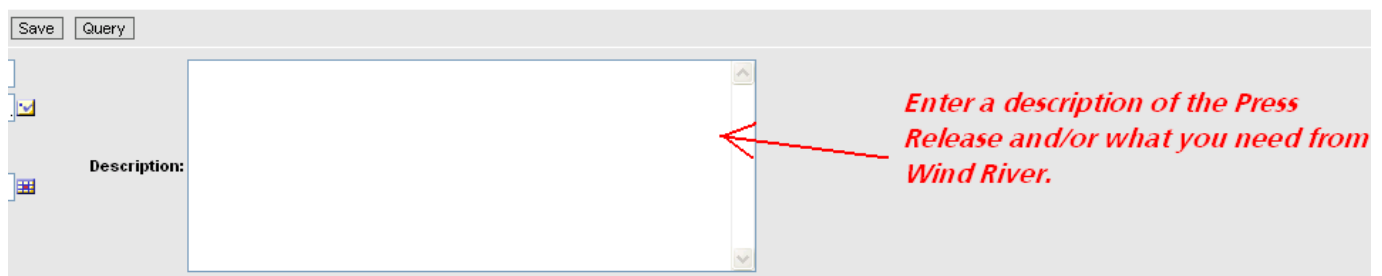
2. This opens an 'Add Attachment' window. Click the 'Browse...' button in this window:

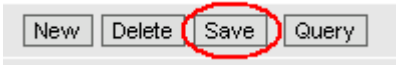


3. Select the Press Release you want to upload and click 'OK'
4. After clicking 'OK', the Press Release will in the File Name field on the 'Add Attachment' window. Click the 'Add' Button:



5. Populate the 'Description' field with a description of the Press Release and/or what you need from Wind River:





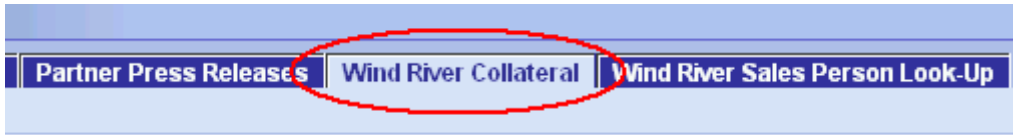
6. Finally, click the 'Save' button:

The Press Release has now been submitted to a Partner Press Release Manage at Wind River.

Viewing Wind River Collateral

Abstract: Wind River will periodically upload product collateral for partners to view on the portal. This product collateral can be seen in the Wind River Collateral screen.

To view Wind River Collateral, click on the Wind River Collateral Screen:



This view shows a list of all the collateral that has been posted on the portal for Wind River's partners. The collateral is uploaded as downloadable files that can be opened and viewed. Some notable fields on the Collateral view are as follows:

- Name & Filename:* the name of the collateral file that has been uploaded
- Product Division:* The Wind River specific product division that the collateral pertains to.
- Product Name:* The Wind River specific product that the collateral pertains to. This is more granular than product division.
- Description:* A summary or brief narrative of the collateral.
- File Type:* This indicates the type collateral file (.doc, .pdf, .ppt, etc)
- Modified:* The date and time that the collateral was uploaded to the portal. More recently uploaded collateral will appear at the top of the list.

Name	Filename	Product Division	Product Name	Description	Size	File Type	Modified
> @WIND_Wind River enablement_v1.ppt	@WIND_Wind River enablement_v1				500,754	ppt	8/14/2009 03:41:05 PM
> @Wind.Ex-A-2.validation.29Oct08_Countersigned	@Wind.Ex-A-2.validation.29Oct08_Countersigned				116,207	pdf	8/14/2009 03:33:01 PM
> Account Data Cleansing	Account Data Cleansing	Linux	Workbench - Linux Edition		47,321	xls	7/29/2009 05:05:48 PM

The name of the collateral file

Wind River product division of the collateral

The product that the collateral pertains to

Date and time the collateral was uploaded by Wind River

Wind River Sales Person Look-up

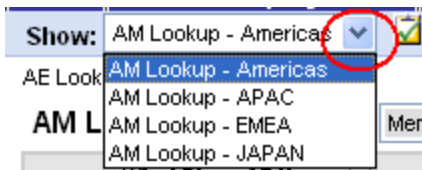
Abstract: The Wind River Sales Person Look-up screen provides a way for Partners to locate and contact the appropriate Wind River sales person for a specific geography. Note that this view is for generic information only. Partners are encouraged to use one of the following other methods for more specific sales queries:

- Create an opportunity in the 'Opportunities' screen
- Create an inquiry in the 'Inquiries and Support' screen with a type of 'Sales Inquiry'
- View and contact the sales person responsible for your company by going to the 'Partner Company Profile' screen and looking at the 'Wind River Contact Information' section.

To view geo-based sales person information, click on the Wind River Sales Person Look-up screen tab:



Use the 'Show' field in the upper left of the view to select the Super-Geo you are interested in:



Use the 'Query' button at the top of the view to search for a specific state or country:



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